



# Manoj Patel

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## Job Objective

- Knowledgeable and through information technology technician with superior attention to detail. Driven And self-motivated, and therefore effective at completing tasks with minimal supervision. Confident Leader and enthusiastic communicator.

## Relevant Work Experience

### **Cluster Information System Coordinator 2019 - Present**

*Hyatt Place Dubai Hotel's and Residence's – Dubai, UAE*

- Responds courteously and efficiently to queries and problems from guests and system users.
- Ensures cleanliness of all data equipment and computer rooms.
- Responsible for smooth functioning and co-ordination of vendors for Guest Internet, Property Management Systems - PMS, Point of Sale - POS, IPTV, IP Phones Telephony systems and other software vendors.
- Ability to troubleshoot hardware and software problems.
- Responsible for overseeing and handling network configuration, Servers, Workstations, Networking equipment, PABX, email accounts, and support for the underlying server/desktop infrastructure.
- Must know the Network fundamentals, general network setup and device configuration.
- Good knowledge of server hardware, Disk storage technology, I/O devices.
- Knowledge of network infrastructure, including CAT5/6 cabling, wireless networks, network switches, WAN/LAN, domain controller, Active Directory, firewall and VPN applications.
- Background in highly available systems and image capture/management systems.
- Extensive knowledge on Active Directory, Management and Implementations.
- Prepare & Implement Preventive Maintenance Schedule for all IT hardware & Software.
- Manage leadership in the establishment of project scope, technical strategy, cost, budget and staff support requirements with new IT initiatives.
- Prepare Policy & Procedures for the IT Department and for the user department.
- Managing Disaster Recovery Process and ensuring regular daily backup is taken.
- Anti-virus setup and day-to-day support.
- Able to plan, assign and take the report from the IT team.
- Identifies and implements solutions to user challenges and concerns associated with the use of personal computer equipment.
- Ensure that policies and procedure relating to PCI compliance are updated.
- Maintains a system error / progress log book and deals with reported problems.
- Responsible to ensure that IT Audit points are implemented as per relevant Standard operating Procedures.
- Monitors and maintains proper inventory of hardware and software license.

- Is aware of IT Security Policies and ensures implementation through regular staff training.
- Keep updated with latest hotel technology and security risks on a regular basis.
- Able to perform other IT or Systems related task assigned by the management.

### **Information System Coordinator 2017 – 2019**

*Hyatt Regency Ahmedabad – Ahmedabad, Gujarat (India)*

#### **Responsibilities:**

- Managing Admin & Guest network infrastructure, configuring and managing routers, switches, Wi-Fi network and other network devices. (Guest Server, Nomadix, Wireless Controllers).
- Assisting IS Manager to prepare and update the Information Systems Departmental Operations Manual.
- Keeping software in the Property Management System up to the current release as instructed by the IS Manager.
- Managing HSIA team member's duty roster and work distribution with no effect to hotel Operations.
- Activation/Deactivation of system accesses of users on employees arrival/departure respectively with proper authorization.
- Redundant Server Backups using Windows System Image recovery.
- Managing Opera (PMS), Micros (POS), iScala (Epicor), Reserve, Alif Payroll, Envision, Reserveout, File & Print Sever, and Symantec Backup Exec – Veritas (Backup & Restore).
- Checking Wireless access point, Bandwidth utilization, Leased lines, PRI line for any performance issues and getting it rectified.
- Backing up servers backups on daily/weekly/monthly basis and keeping the backup tapes in safe locker.
- Taking care of Local and Network Printing, Internet complaints, User
- Workstations incidents/requests, Microsoft Office Applications installation/troubleshooting etc.
- Managing Microsoft SCCM updates, TW scanning & Reporting, Group policy management etc.
- Managing FIM to keep updates for any addition/deletion of users in Security & Distribution groups
- Managing Team site applications to minimize paper usage (Online System Access Request, Hyatt Document Approvals, and Purchase Request).
- Online trainings on Saba Cloud and detailed description with other IT team members.
- Quarterly Systems Access Reviews & IT MOR Audit.

### **Team Leader 2015 – 2017**

*Mi-Fi Networks Pvt. Ltd – Ahmedabad, Gujarat (India)*

- Responsible for Wireless Access point and Handle Guest Complain.
- Handle 265 Access Point and Wireless Controller.
- Configuration of Router 1941, HP Core Switch and Wireless Access point HP 425,517 HP Controller, Nomadix.
- Handle Micros server, Opera PMS Server, network printer and KOT printer.
- Troubleshooting all Desktop related issue.

- Maintain assets inventory.
- Handle internet complain from guest.
- Work on AV server and Event display.
- Provided Dedicated Bandwidth as per Client requirement.

## Technical Support      2014 - 2015

*MSBC Solutions - Ahmedabad, Gujarat (India)*

- Installation of operating system windows 2007, MS SQL, Visual Studio 2008, 2010, 2012 SQL Redhat.
- Configuration and Troubleshooting of Outlook 2013.
- Handle Network Printer, IP Phone of Nortel, IP TV, and Projector.
- Responsible for ISO Inventory and labeling of all devices.

## Education Qualification

- Completed BA (Bachelor of Arts) From Mohanlal Sukhadiya University in 2014.
- Completed Higher Senior Secondary from Rajasthan Board in 2010.
- Completed Senior Secondary from Rajasthan Board in 2008.

## Technical Qualification

- Completed CCNA (Cisco Certified Network Associate) from Attila Institute.
- Completed JCHNE (Jetking Certified Hardware and Networking Engineer) Course from Jetking in 2014.
- Graphic Suite from Apple Animation.

## Skill

- Ability and eagerness to learn new things.
- Motivated and ambitious with excellent interpersonal communication.
- Excited by challenge of research and experimentation.

## Hobbies

Music, Gardening and Cricket

## Personal Details

Name	:	Manoj Patel
Date of Birth	:	28th Nov., 1991
Gender	:	Male
Nationality	:	Indian
Marital Status	:	Single
Language Know	:	English, Hindi, Gujarati

## Declaration

I hereby declare that the information given above is true to the best of my knowledge and belief.

Current Place: Dubai (UAE)